



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

July 2017

*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Compliance Recall Notice 17C09 / NHTSA Recall 17V-331
Aviso de Revisión de Cumplimiento 17C09

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is provided to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that your vehicle may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 206, Door Locks & Door Retention Components – Inertial Load Requirement.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

If Ford Accessory chrome exterior door handle trim covers have been installed on the door handles of your vehicle, the handles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 206, Door Locks & Door Retention Components – Inertial Load Requirement.

NOTE: This recall affects vehicles fitted with any of the following Ford Accessory part numbers: **VF3LZ-1522404-A, VF3LZ-1522404-B, VF3LZ-1522468-A, VF3LZ-1522468-B**

What is the risk?

A door handle fitted with the Ford Accessory chrome exterior door handle cover could unlatch during a side impact, increasing the risk of injury in a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to inspect your vehicle and remove and discard the affected Ford Accessory chrome exterior door handle trim covers, if required, free of charge. Dealers are also authorized to refund vehicle owners for the purchase price or MSRP of the Ford Accessory exterior chrome door handle trim cover kit once the covers have been discarded.

- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay and request a service date for Recall 17C09. Provide the dealer with your VIN, which can be accessed on your vehicle registration or proof of insurance. **Even if you feel your vehicle is not affected by this Recall, you are still requested to contact your dealer for a service appointment.**
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.
- Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.
- You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.
- Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- MOTORHOME OWNERS:** If you have questions or concerns, please contact our **Motorhome Customer Assistance Center toll free at 1-866-906-9811**. Representatives are available 24 hours a day.
- If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 17V-331.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division